

# *EXPECTATIONS OF A SERVANT LEADER*



# *What do I really care about?*



- What do I want out of my professional life?
- What value do I receive from my job?
- Is it to serve, to contribute and to make a difference?

## *Servant Leadership ...*



Is a philosophy of life based on the simple fact of human nature that the leader must be seen as a servant to the follower before the follower will volunteer his or her best efforts

## *Servant Leadership ...*



- Emphasizes increased service to others
- Promotes a holistic approach to work
- Promotes a sense of community – of togetherness – of connection
- Sharing of power in decision making

# *Servant Leadership is a Paradox*



It involves both serving **and** leading.

Because your employees have a choice,  
be a servant first—then leadership flows

True leaders emerge

Servant doesn't mean subservient—it's a  
noble calling

# *Leadership*



Leadership depends on  
followership. Leaders draw  
power from their followers.  
Leaders are only as effective as  
their followers are.

## *What is a servant leader?*



- Always serves first, and then leads
- Always encourages
- Inspires others to do their best

# *Employees' Expectations*

Do you:

Treat them with respect?

Treat them fairly?

Show that you care?

Model ethical behavior?



## *The Test of a Servant Leader*



Do those served grow as persons; do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servant leaders?



*Examples*

# *The Ten Characteristics Of A Servant Leader*



- Listening
- Empathy
- Healing
- Awareness
- Persuasion
- Conceptualization
- Foresight
- Stewardship
- Commitment to the growth of people
- Building Communities

# *Building Communities*



- Build a True Community within your organization
- Include business and other institutions in your community

# *Flagstaff District*

What our people deal with



# *Flagstaff District*

## Fire Season





# *Flagstaff District*

*After the fire- the floods!*



# *Flagstaff District*

More





# *Flagstaff District*

**Despite all the challenges – the most effective and rewarding strategy of a servant leader at ADOT may be to build community. Maintenance in the Spirit**



# *Flagstaff District*

## **Building Community at Knoles Elementary School**





# *Flagstaff District*

## **Building Community Together**





*To Me*

- What servant leadership is all about is making goals clear and then rolling your sleeves up and doing whatever it takes to help your people win. In that situation, they don't work for you – you work for them.

# *Tools*

## ESLT – Forum to communicate and set goals

- PEP feedback
- Sub-Teams / Action Teams
- Training and education
- Partnering
- Resolution ladder
- Team members involvement in other groups
- Elevating information to SEO
- Processes that are set in place